



Arnold Schwarzenegger, Governor  
Sunne Wright McPeak, Secretary, Business, Transportation & Housing Agency  
Jeff Davi, Real Estate Commissioner

PROMOTIONAL EXAMINATION  
CALIFORNIA DEPARTMENT OF  
REAL ESTATE

[www.dre.ca.gov](http://www.dre.ca.gov)

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DATA PROCESSING MANAGER III

**HOW TO APPLY** Applications (Form Std. 678) must be postmarked no later than the application deadline. Applications postmarked, personally delivered or received via interoffice mail after the application deadline will not be accepted for any reason.

**WHERE TO APPLY** DEPARTMENT OF REAL ESTATE  
2201 BROADWAY, Attn: (LL)  
PO BOX 187000  
SACRAMENTO, CA. 95818-7000  
Testing Information: (916) 227-0802

**Note: If you have a disability** and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination and/or Employment Application." You will be contacted to make specific arrangements.

**APPLICATION DEADLINE** July 21, 2006

**PANEL INTERVIEW** It is anticipated that interviews will be held during September/October 2006.

**SALARY RANGE** \$6334 - \$6984

**ELIGIBILITY REQUIREMENTS** Applicants must have a permanent civil service appointment with the Department of Real Estate or meet the criteria outlined in State Personnel Board Rules 234 or 235 as of the final filing date in order to compete in this examination.

**MINIMUM QUALIFICATIONS** All applicants must meet the education and/or experience requirements for this examination by the application deadline. **NOTE:** All applications/resumes must include: "to" and "from" dates (month/day/year); time base, civil service class titles, and duties. Applications/resumes received without this information will be rejected.

**Either I**

Two years of experience in the California state service performing electronic data processing duties in a class with a level of responsibility equivalent to Data Processing Manager I, at least one year of which shall have been in a management assignment.

**Or II**

Three years of experience directing all phases of the operation of a large electronic data processing installation. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility equivalent to Data Processing Manager II.)

**JOB: DESCRIPTION** The incumbent has full management responsibility for a medium size EDP organization or directs a major data processing function or functions in a large, complex EDP organization requiring subordinate managers at the Data Processing Manager II level or may (1) direct and coordinate a highly complex project which impacts on multiple departments, or (2) direct a program involving the development and administration of servicewide EDP plans, policies, procedures, and standards, or (3) function as a project manager responsible for designing, configuring, and developing the most technically advanced business solution/EDP projects.

**POSITION LOCATION** Position(s) are located in Sacramento.

**EXAM INFORMATION** This examination will consist of an interview with a pre-exposed exercise weighted 100%. Candidates will appear prior to the interview and be given an exercise that is representative of the types of situations or questions encountered by a Data Processing Manager III. Candidates will spend this time prior to the interview preparing to discuss with the panel how they would handle these situations. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview.

**COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

SCOPE	<p><b>Knowledge of:</b></p> <ol style="list-style-type: none"><li>Comprehensive knowledge of current computer industry technology and practices to provide guidance, consultation and advice, and make Information Technology (IT) related decisions.</li><li>Comprehensive knowledge of concepts related to managing change in the IT environment</li><li>Comprehensive knowledge of principles and processes used in providing customer services (e.g., IT Performance Management, IT service management and customer satisfaction evaluation techniques) to efficiently and effectively manage IT resources.</li><li>Advanced knowledge of IT equipment and tools (e.g., hardware, software, documentation, etc.) to consult and make decisions on complex IT issues.</li><li>Advanced knowledge of analytical techniques to make decisions on complex IT issues.</li><li>Advanced knowledge of project management techniques in order to effectively lead projects to successful conclusion.</li><li>Comprehensive knowledge of the System Development Life Cycle (SDLC) principles and methods for IT services.</li><li>Comprehensive knowledge of the principles of effective verbal, written and group communication to accurately and effectively communicate job related information.</li></ol> <p><b>B. Ability to:</b></p> <ol style="list-style-type: none"><li>Communicate effectively with others (verbal/written) as indicated by the need (e.g., inform, request, explain, document, etc.) to clearly express an idea or concept.</li><li>Motivate, develop and direct people in the performance of their work to support the work environment and increase productivity.</li><li>Direct and facilitate interdisciplinary teams to bring together various skills and knowledge needed to reach a successful solution.</li><li>Provide leadership to team members using facilitation tools and techniques to produce desired product as requested by management.</li><li>Use flexibility and tact to build positive working relationships with staff, peers, and others.</li></ol> <p><b>If conditions warrant</b>, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason it is <u>especially important</u> that each candidate take special care in accurately and completely filling out their application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the seven year limit printed on the application. Supplementary information will be accepted, but read the "<u>Requirements for Admittance to the Examination</u>" carefully to see what kind of information will be useful to the staff doing the evaluation.</p>
ELIGIBLE LIST INFORMATION	<p>A departmental promotional eligible list will be established for the Department of Real Estate. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.</p>
VETERANS PREFERENCE	<p>Veterans Preference credit is not granted in promotional examinations.</p>

**GENERAL INFORMATION**

**The Department of Real Estate reserves** the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**It is the candidate's responsibility** to contact the Department of Real Estate Personnel Office (916) 227-0802 four weeks after submitting an application if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications are available at the State Personnel Board**, local offices of the Employment Development Department and the Department of Real Estate. The Examination and/or Employment Application form (Std 678) is accessible via the Internet at <http://www.spb.ca.gov>.

**If you meet the requirements stated** on the reverse, you may take this examination. Possession of the entrance requirement does not assure a place on the eligible list. The candidate's performance in the examination described on this bulletin will be rated against predetermined rating criteria. All candidates who pass will be ranked according to their scores.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by examination, regardless of date, must be used in the following order; 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil services status and eligibility for promotional examination. These rules may be reviewed at departmental personnel offices or at the Information Center of the State Personnel Board.

**General Qualifications: Candidates** must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigations may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

It is an Objective of the State of California to Achieve a Drug-Free Work Place. Any applicant for State Employment will be expected to Behave in Accordance with this Objective Because the Use of Illegal Drugs is Inconsistent with the Law of the State, The Rules Governing Civil Service and the Special Trust Placed in Public Servants. Only individuals lawfully authorized to work in the United States will be hired.	
TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD Device.	<b>TDD:</b> 1-800-735-2929 <b>From Voice Phones:</b> 1-800-735-2922